

Hello! I am writing to let you know how wonderful the Captel service is for those of us with oral skills yet not able to use the phone as hearing peers due to the significant hearing loss that we may have. I have gone from not being able to make phone calls at all to using a TDD, to using VCO via the relay and to finally having the pleasure of using the Captel through the trial/testing period. I am no longer at the mercy of having others help me make a phone call and the recipients of my calls no longer have to be bothered by an operator asking them to repeat or slow down. Using the Captel ensures that my phone calls are successful and is definitely the least restrictive manner for me to converse on the phone as well as ensure that I get all of the right information that I need. I am totally thrilled with this new technology and the FCC needs to be aware of what a break through this is for the Deaf and Hard of Hearing. As a teacher of the Deaf and Hard of Hearing, this allows me to be more independent, my calls to parents are more confidential and it also saves me time. Captel calls are quick and easy to make.